

AIRLINE CUSTOMER ADVOCATE

ANNUAL REPORT 2024

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DEFINITIONS

Complaint Received – a customer has lodged a written complaint via the website.

Ineligible – this is a case that has been deemed ineligible according to the Airline Customer Advocate (ACA) charter, e.g., No response from the airline, the event occurred more than 12 months prior, complainant has already reported the complaint to a government complaints body.

Eligible - this is either a case that has been raised by the complainant but has not yet been deemed ineligible by the airline or has been reviewed and confirmed as being eligible.

Finalised - closed, either resolved or unresolved

Resolved - the customer has accepted the outcome offered by the airline.

Unresolved – the customer has not accepted the outcome offered by the airline, and there is no further escalation available through the Airline Customer Advocate.

Outstanding - a case that is not marked as ineligible or finalised will fall under outstanding.

ADVOCATE'S FOREWORD

This Annual Report contains details about the total number of eligible and ineligible complaints received and finalised by the Airline Customer Advocate, the number of eligible complaints outstanding, and the top issues for each participating airline and corresponding percentages.

The Airline Customer Advocate was established in 2012 to facilitate the resolution of complaints from customers of the four participating airlines about the services provided by the airlines.

These airlines are Jetstar, Qantas, Rex, and Virgin Australia.

The Advocate is an aviation industry-funded dispute resolution scheme. This funding model is typical of the many diverse and long-established industry-specific resolution schemes across Australia that partner with consumers.

The Advocate provides an informal process to resolve complaints in accordance with an airline's Customer Charter, as well as its Conditions of Carriage and any applicable laws, including international conventions that define an airline's liability in prescribed circumstances, such as lost baggage. The Australian Consumer Law also protects airline customers.

Australian airline customers took more flights domestically and internationally overall in 2024, as total passenger numbers across all the participating airlines increased to 72,420,596 (up 7%) from 67,605,684 in 2023.

The Advocate received 1,695 eligible complaints in 2024. This represents an increase of 17% on the previous year, with total passenger numbers across all participating airlines increasing 7%. The major drivers of complaints during the year related to refund requests (up 11%), flight delays and cancellations (down 1%), and baggage (up 37%).

Overall complaint resolution rate for 2024 has significantly improved from the prior year, increasing to 66%, compared to 37% in 2023, 43% in 2022, and 40% in 2021.

792 telephone enquiries were received compared to 1,012 in 2023, 6,789 in 2022, and 3,520 in 2021.

During the reporting period, the total complaint finalisation timeframe across all airlines averaged 10 calendar days, which is well within the agreed service level of 20 days. This represented a 73% improvement on the 37-day average finalisation timeframe in 2023.

In conclusion, the service performance has markedly improved, particularly in complaint resolution speed and rate. Despite fewer overall complaints, more were deemed eligible and resolved. Core complaint issues remain consistent, highlighting ongoing concerns with refunds, delays, and baggage.

PARTICIPATING AIRLINES

Jetstar

Jetstar Airways is a wholly owned subsidiary of the Qantas Group and commenced operations in May 2004. It states it is a low-cost airline and carried 20,451,246 domestic and international passengers through Australia during the reporting period.

Qantas

Qantas was established in 1920 and is Australia's largest domestic and international airline. It carried 29,342,211 domestic and international passengers during the reporting period.

Rex

Rex was established in 2002. It was Australia's largest independent regional airline it carried 1,562,649 passengers during this reporting period from January to July 2024. Noting Rex Airlines withdrew as a participant of the ACA scheme on 1 August 2024.

Virgin Australia

Virgin Australia was established in 2000 and states it is Australia's second largest airline, behind the Qantas Group, which includes Jetstar. It carried 21,064,490 domestic and international passengers during the reporting period.

The complaints submitted to the Advocate, contained within this Annual Report, do not necessarily reflect the overall performance of each individual airline.

ELIGIBLE COMPLAINTS RECEIVED

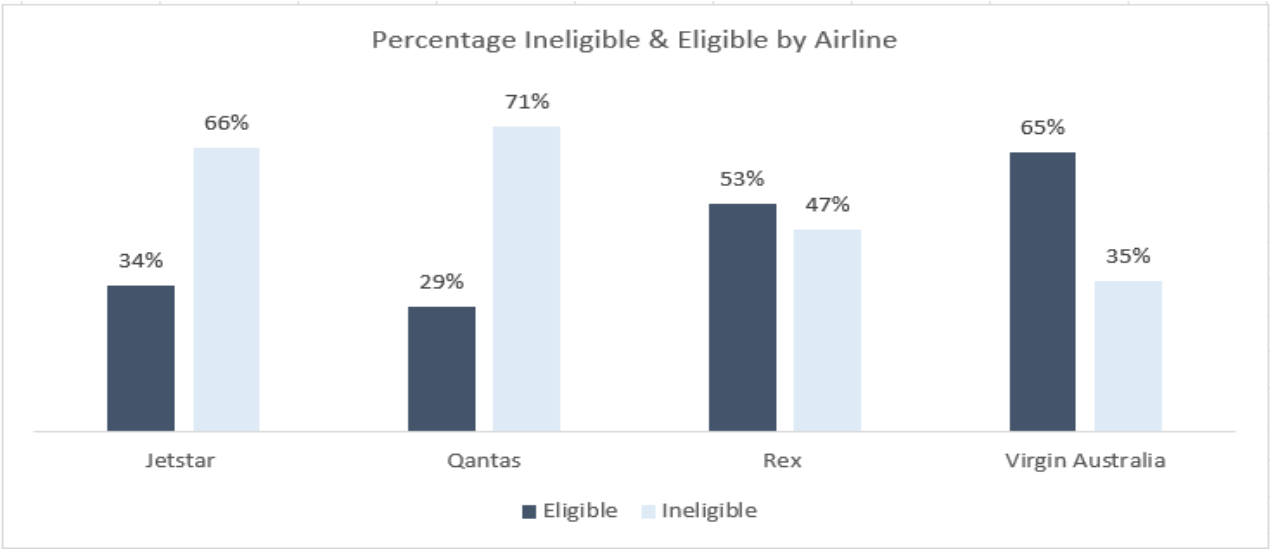
A complaint to the Advocate is eligible if:

The complaint is about a participating airline’s services; and

The customer has already tried to resolve the complaint directly with the participating airline by following the complaints process set out in the airline’s Customer Charter and has sought a review of the response received from the participating airline and allowed for the timeframes specified in the participating airline’s Customer Charter or as otherwise communicated. Alternatively, the customer has not received a response within those timeframes, and

The complaint relates to an event or circumstance that occurred less than 12 months. A person may lodge a complaint on behalf of another person who is unable to make the complaint on their own behalf, provided they have that person’s authority.

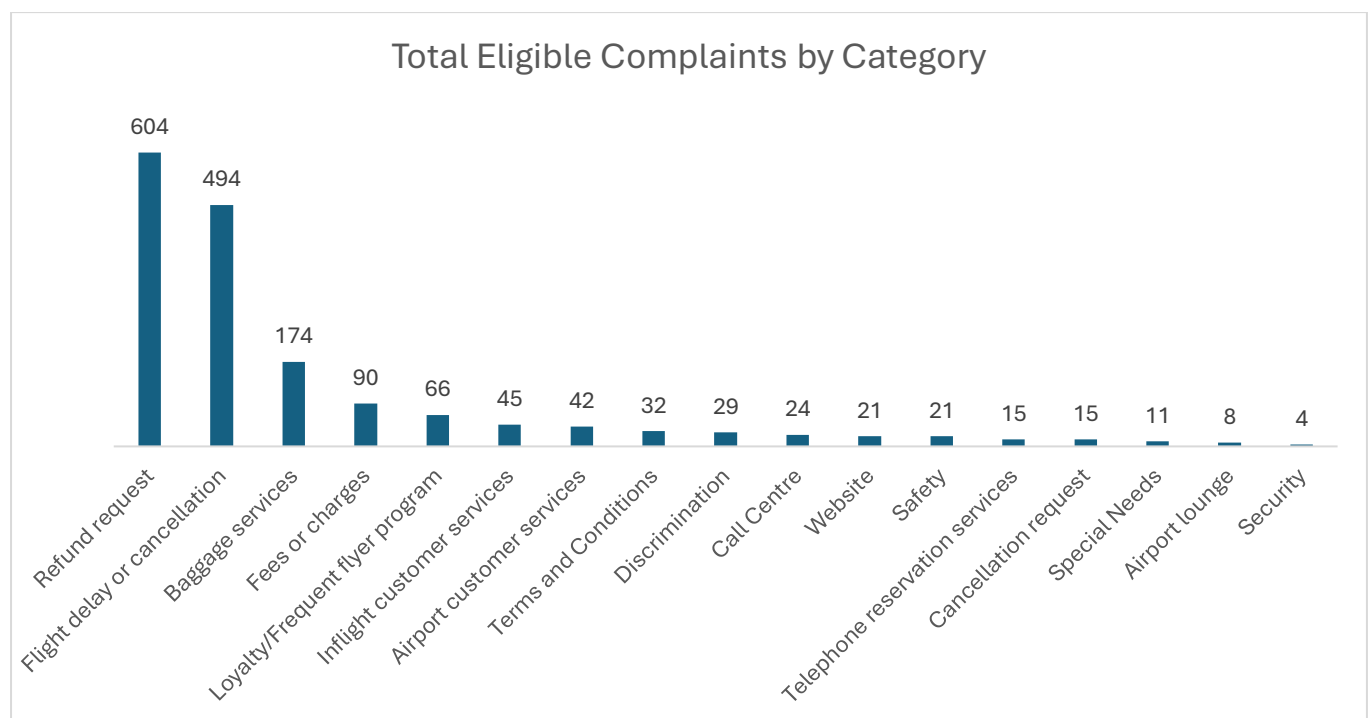
A person cannot use the services of the Advocate in relation to a complaint if a claim has already been filed in court or tribunal (whether pending or finalised), or a complaint has been lodged with a government authority about the same matter.



AIRLINE SERVICES

Customers can submit a complaint concerning 17 categories and services provided by the participating airlines. During the period, the 'refund request' category was 36% of all categories across all airlines, with the highest number of complaints submitted. Flight delay or cancellation was the next highest at 29%.

1. Refund request
2. Flight delay or cancellation
3. Baggage services
4. Fees or charges
5. Loyalty / frequent flyer program.
6. In-flight customer service
7. Airport customer services
8. Terms and conditions
9. Discrimination
10. Call Centre
11. Website
12. Safety
13. Telephone reservation services
14. Cancellation request
15. Special needs
16. Airport Lounge
17. Security



TOP COMPLAINTS OVERALL

The tables below refer to the eligible complaint rate received by the ACA per 1000 passengers.

Airline (Number complaints per 1,000 passengers* carried)	1	2	3	4	5
Rex	Refund request 0.007 per '000	Fees or charges 0.0013 per '000	Baggage services 0.0013 per '000	Discrimination 0.0006 per '000	Flight delay or cancellation 0.0006 per '000
Qantas	Refund request 0.0084 per '000	Flight delay or cancellation 0.0041 per '000	Baggage services 0.0024 per '000	Loyalty/Frequent flyer program 0.0013 per '000	Fees or charges 0.0011 per '000
Virgin Australia	Flight delay or cancellation 0.0126 per '000	Refund request 0.0122 per '000	Baggage services 0.0034 per '000	Fees or charges 0.0015 per '000	Loyalty/Frequent flyer program 0.0012 per '000
Jetstar	Flight delay or cancellation 0.0058 per '000	Refund request 0.0048 per '000	Baggage services 0.0016 per '000	Fees or charges 0.0012 per '000	Airport customer services 0.0005 per '000

*Passenger numbers as provided by individual Airline (0 means no complaints)

Airline (Number complaints per 1,000 passengers* carried)	Refund request 36%	Flight delay or cancellation 29%	Baggage services 10%	Fees or charges 5%	Loyalty/Frequent flyer program 4%
Rex	Refund request 0.007 per '000	Flight delay or cancellation 0.0006 per '000	Baggage services 0.0013 per '000	Fees or charges 0.0013 per '000	0
Qantas	Refund request 0.0084 per '000	Flight delay or cancellation 0.0041 per '000	Baggage services 0.0024 per '000	Fees or charges 0.0011 per '000	Loyalty/Frequent flyer program 0.0013 per '000
Virgin Australia	Refund request 0.0122 per '000	Flight delay or cancellation 0.0126 per '000	Baggage services 0.0034 per '000	Fees or charges 0.0015 per '000	Loyalty/Frequent flyer program 0.0012 per '000
Jetstar	Refund request 0.0048 per '000	Flight delay or cancellation 0.0058 per '000	Baggage services 0.0016 per '000	Fees or charges 0.0012 per '000	Loyalty/Frequent flyer program 0.0001 per '000

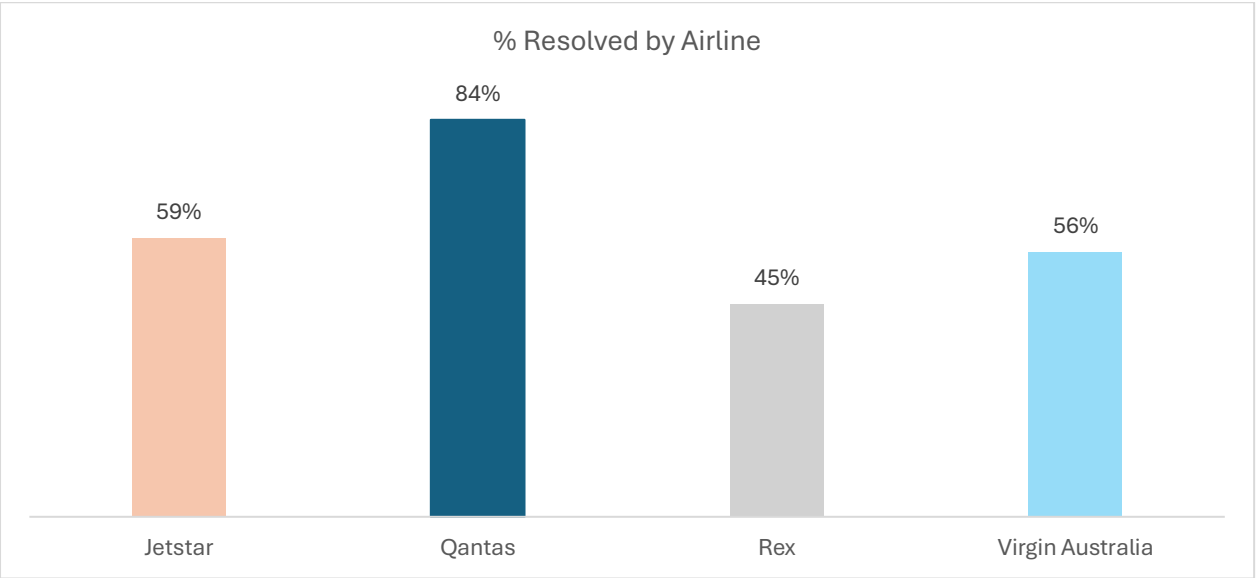
*Passenger numbers as provided by individual Airline (0 means no complaints)

RESOLVING COMPLAINTS

A complaint is defined as ‘resolved’ if the customer accepts the outcome offered by the airline, and a complaint is ‘finalised’ if the case was actioned and closed.

During the reporting period, 100% of the 1,695 eligible complaints received were finalised. This represented an increase from the 1,408 complaints finalised in 2023.

Of the 1,695 eligible complaints finalised in 2024, 1,135 (67%) overall were considered resolved.



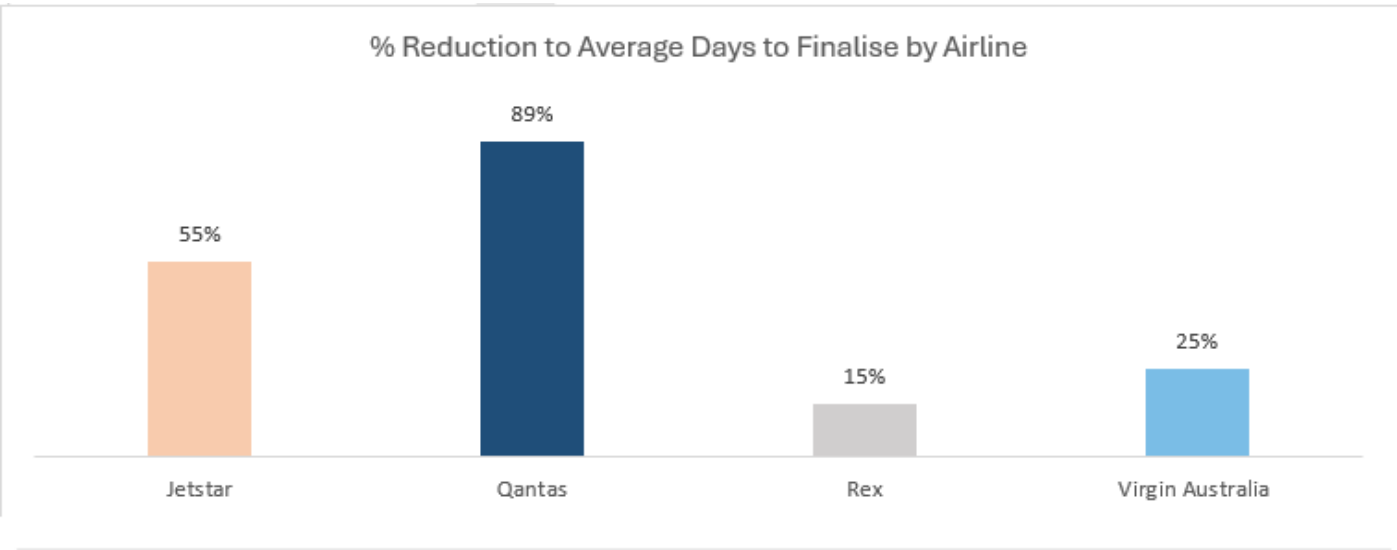
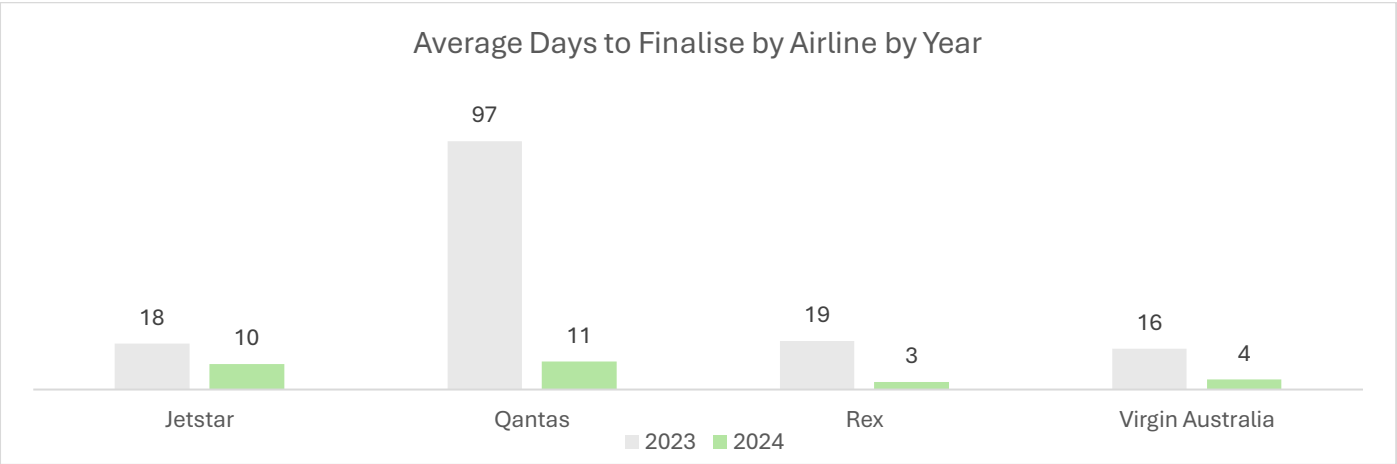
COMPLAINTS OUTSTANDING

Similar to last year, 0 (zero) complaints were outstanding at the end of the reporting period.

TIME TAKEN TO FINALISE COMPLAINTS

The average number of calendar days taken to finalise a complaint was 10 in 2024, which shows significant improvement from 2023, where the average days to finalise was 37.

This is well below the published 20-business-day timeframe specified by the participating airlines, showing a commitment by the airlines to continue to improve the customer experience when dealing with the ACA.



TELEPHONE ENQUIRIES

Customers can call the Advocate's toll-free enquiry number 1800 813 129 to access information about the Advocate's service and its role in facilitating the resolution of complaints.

Customers are provided information about how to resolve their complaint with an airline directly or assisted with lodging an eligible complaint with the Advocate. Customers can also request a Complaint Form if that is the customer's preferred method of lodging their complaint. Some consumers may be referred to another complaint handling service or regulatory body if their concern is about a non-participating airline or a non-airline service.

A complaint number is automatically generated and emailed to the email address included on the form. A customer can track the progress of their complaint at any time and if required, also lodge additional documentation.

During the reporting period, the Advocate received a total of 792 calls. This is a reduction of 22% from the previous year

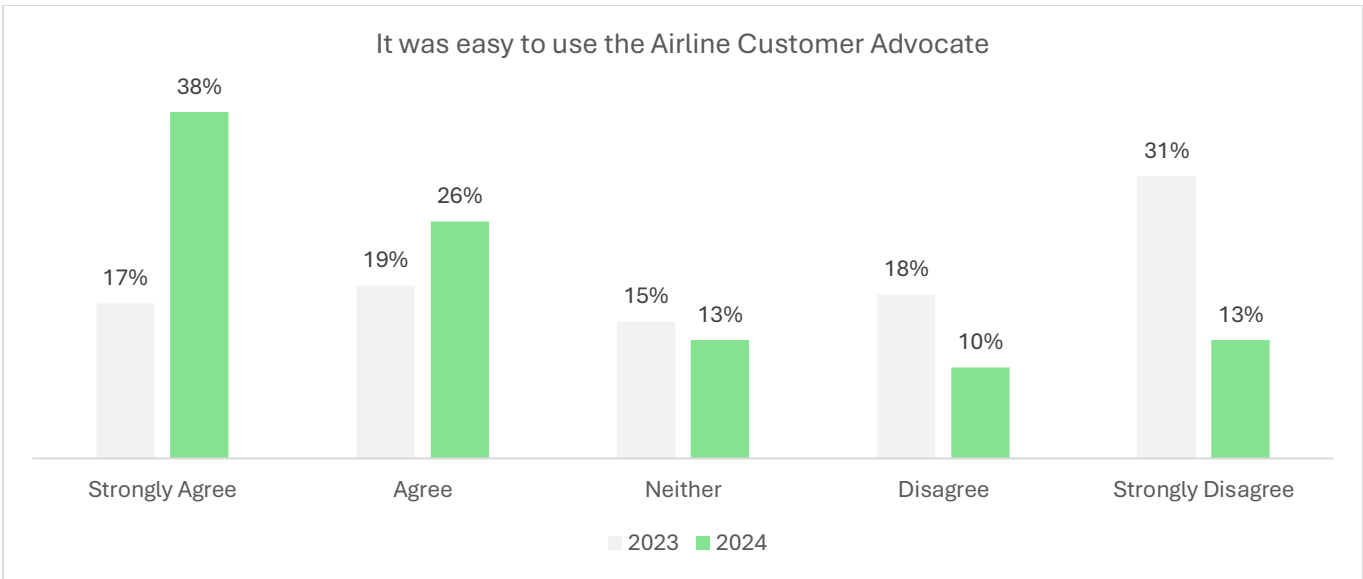
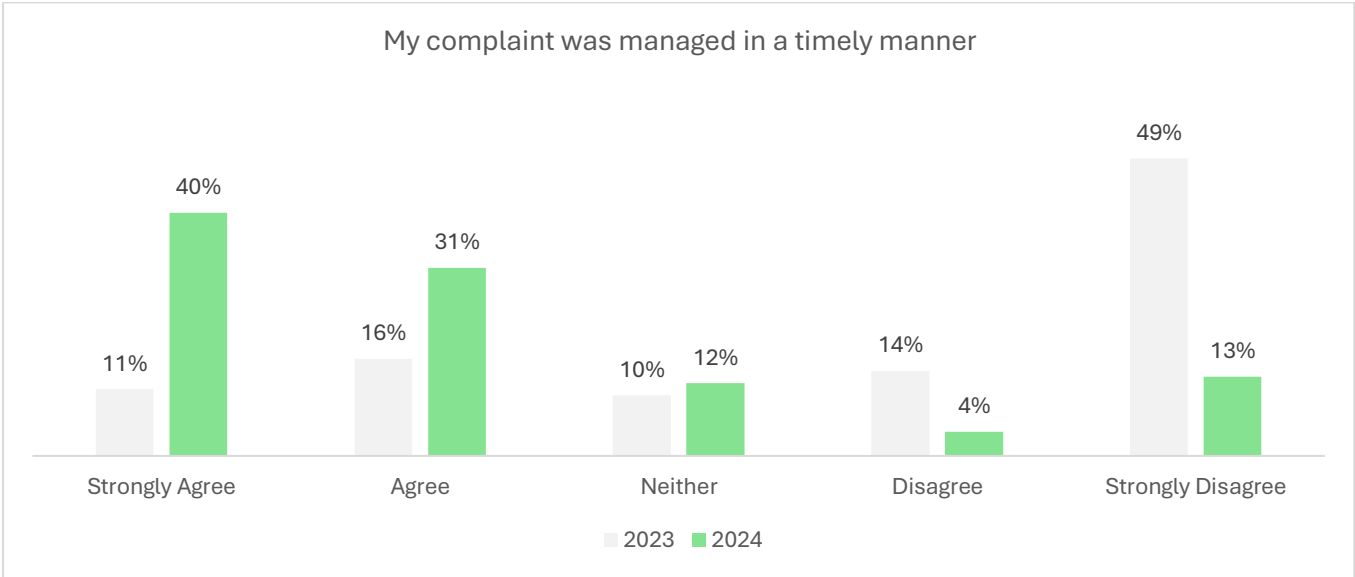
CUSTOMER SATISFACTION WITH THE ADVOCATE

All 1,695 eligible customers are offered a survey after a complaint is closed. The survey assists the Advocate with what it is doing well and where it needs to improve its service.

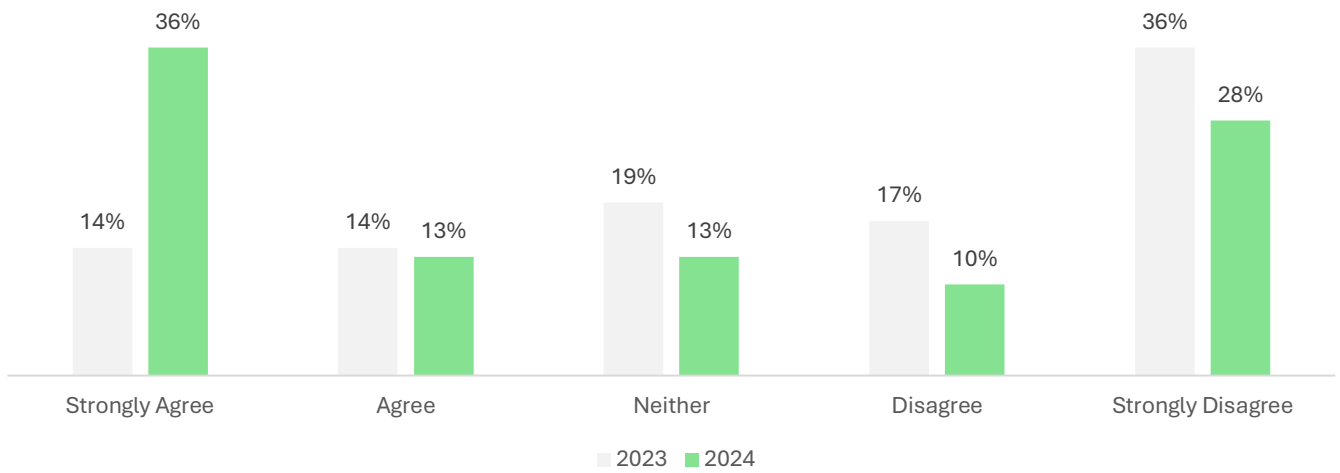
During the reporting period, 383 customers responded to the survey. The number of respondents completing the survey increased by 49% for 2024 compared to 2023, with an increase in resolved complaints.

Notably, there was a decrease across all questions of the survey to the number of respondents who disagreed or strongly disagreed.

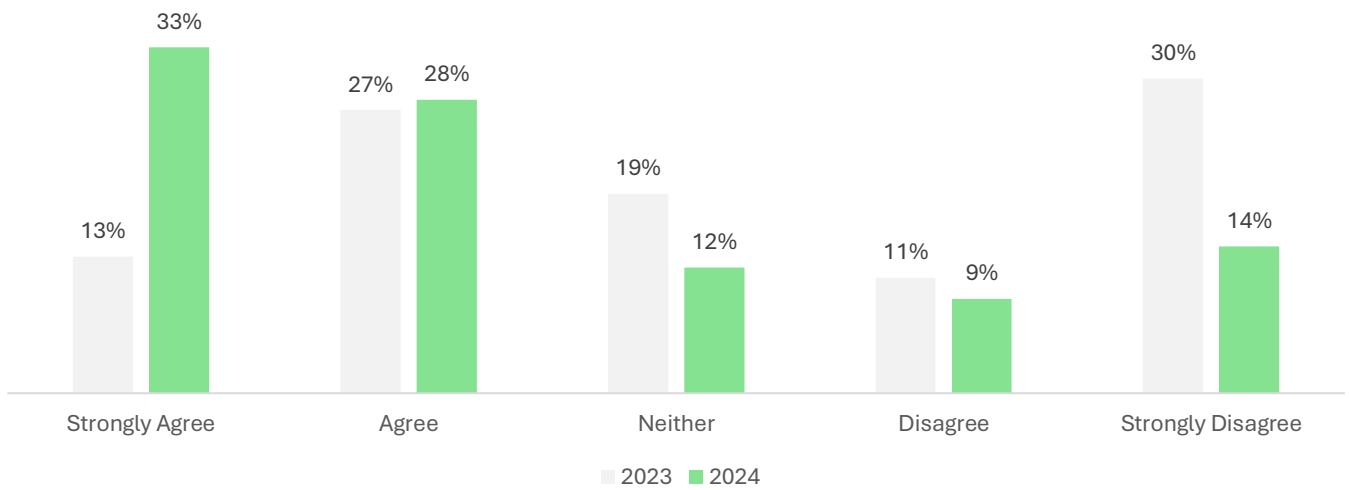
The following are the results from the customer satisfaction survey questions in 2024, together with a comparison to the results in 2023.



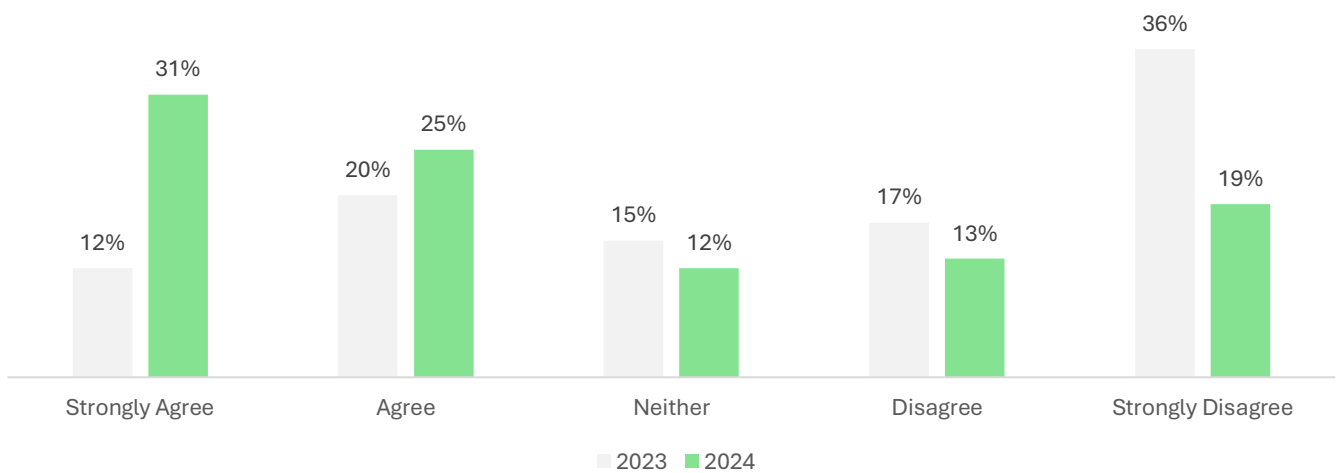
I was treated fairly with respect and honesty

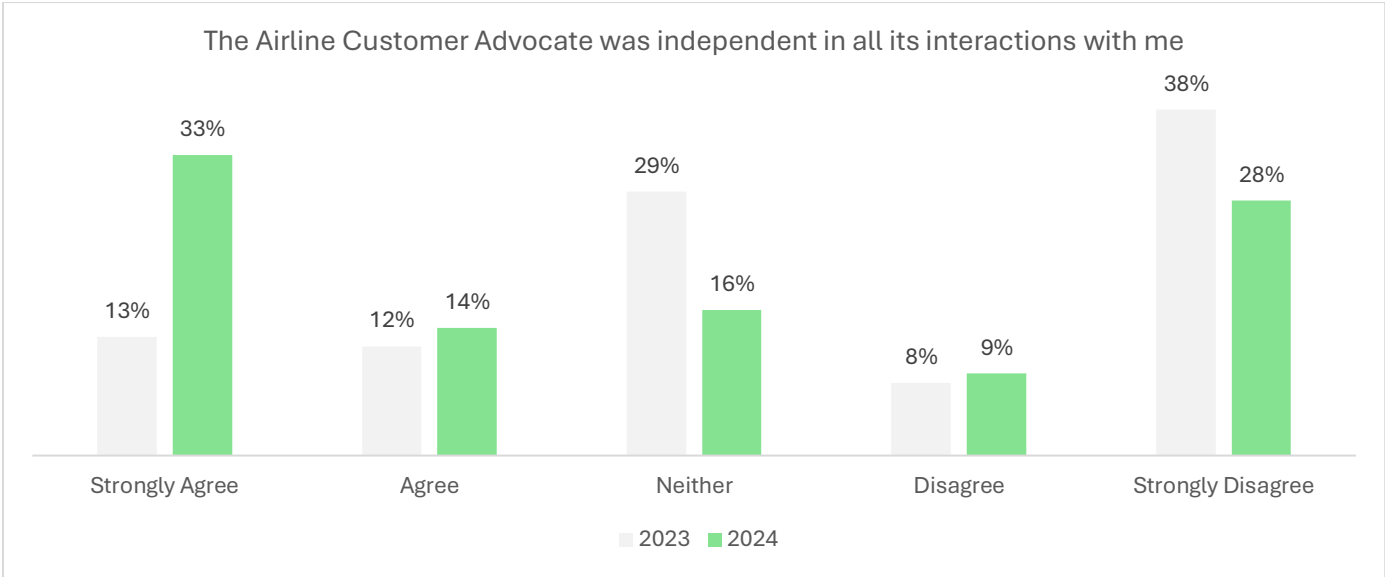


The correspondence I received was easy to understand



I was provided with clear and accurate information about the complaint process





CUSTOMER FEEDBACK ABOUT THE ADVOCATE

Customer feedback is gathered verbatim from emails sent to the Airline Customer Advocate during the completion of their cases.

- Warmest thanks, Connie, for your hard work, patience, and support in successfully helping me resolve my issue ... Finally, I have received confirmation today of the credit I was disputing and asking them for! I’m very very happy with the outcome...
- Hi ACA team, I wanted to sincerely thank you for your efforts, and the results achieved!
- The matter is now closed so I thank you for your help in this regard. Without your help, I'm sure the matter would never have been settled. I'm pleased with the result, so thank you once again.
- Thank you for your assistance in this matter. I am happy with the result and appreciate your help.
- Thank you for the update and copy of the information from *** regarding my case. I appreciate you taking the time to look into it, and I will accept their offer of compensation.